**2025 University of Virginia Library
User Survey Report**

Introduction

The 2025 University Library User Survey was launched on March 3, 2025, to better understand the experiences, perceptions, and needs of the University Library's user community. The survey focused on undergraduate and graduate students (n = 21,515), as well as a representative sample of faculty members and postdoctoral researchers (n = 1,048). Professional schools were excluded from the recruitment process for this cycle.

The Assessment and User Experience (AUX) Department—comprising Elyse Girard, Annette Stalnaker, Anthony Lindsay, and Hirak Ray—designed and administered the survey. The instrument was developed through a series of weekly planning meetings and shaped by feedback from the Library's Senior Leadership Team (SLT). All library departments were considered during the survey's development, with an emphasis on aligning the questions with core library services, user tools, and institutional values. Feedback from SLT was incorporated to ensure the instrument addressed relevant strategic and operational priorities across the organization. The final survey was reviewed and approved under IRB Protocol #7077.

The survey was distributed via email. A coordinated outreach strategy included multiple email reminders, digital signage in library spaces, announcements via internal communications channels, and direct outreach to library staff and liaison librarians to encourage participation.

The survey closed on March 31, 2025. The final dataset includes both complete and partial responses, with an overall response rate of 3.7%.

*The appendix provides a detailed summary of user feedback collected through open comments.
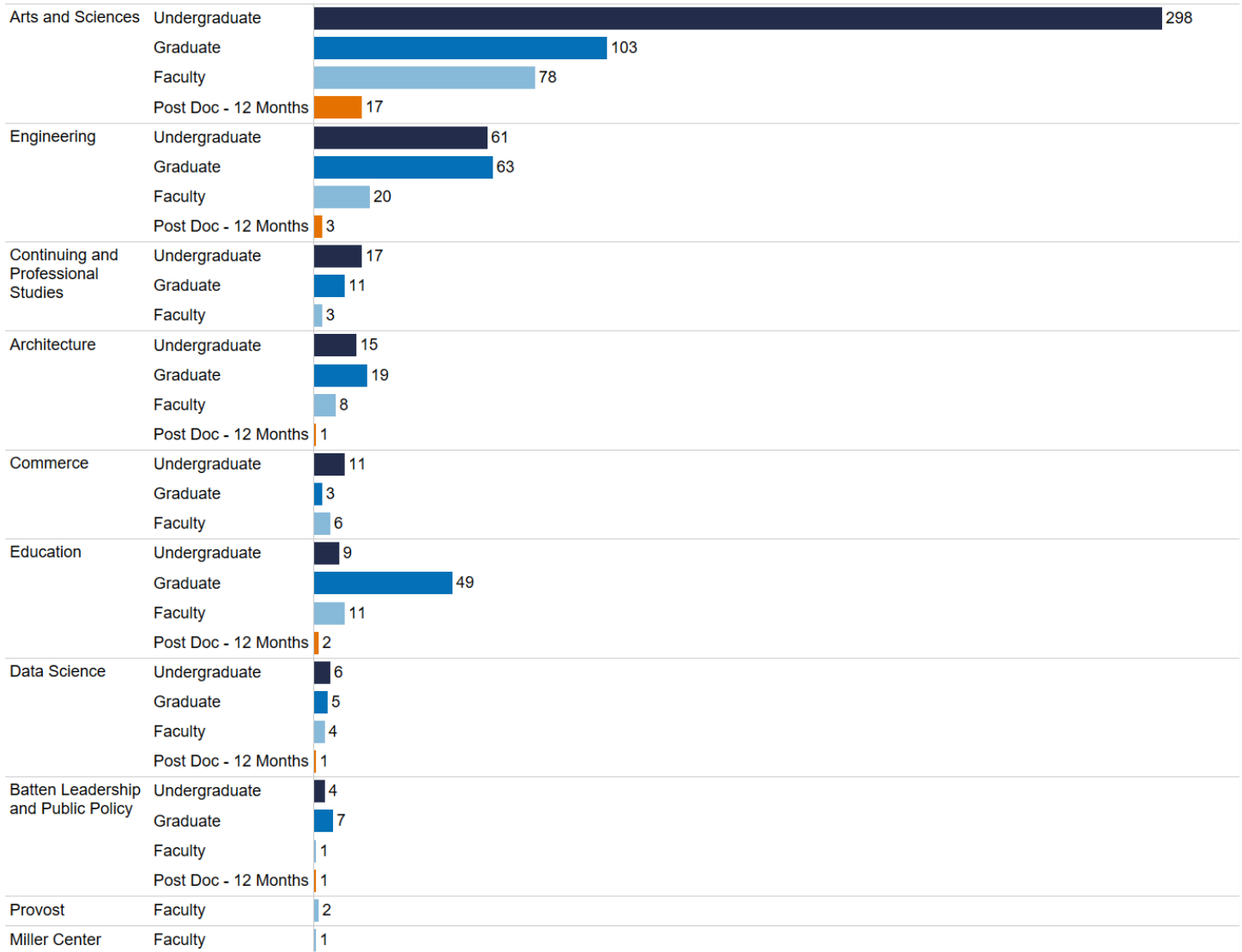
Question 0: Consent and Respondent Background

The data presented for this question reflects the response to the survey's opening consent prompt, which asked participants to confirm their eligibility and willingness to participate. This question served as a required entry point and included an embedded link to the Study Information Sheet outlining participants' rights and the voluntary nature of the study.

Question 0 data also provides insight into the distribution, and total number of respondents by constituency and academic school or administrative affiliation. Since survey participation was open to all undergraduate and graduate students, as well as a representative sample of faculty and postdoctoral researchers, the responses to this question are shaped most heavily by undergraduate students, who represent the largest population within the sample.

Q0 - Thank you for participating in this survey about UVA Library Services. Your input is valuable and will help us with our research. Participation is voluntary, and you can stop at any time. Your responses will remain confidential and won't be linked to your identity. The survey should take around 10 minutes to complete. Please read the Study Information Sheet for more details about your participation in this survey: https://library.virginia.edu/user-experience/study-information

By selecting the "I agree" checkbox below, you confirm that you: Agree to the terms specified in the Study Information Sheet above. Are 18 years or older.

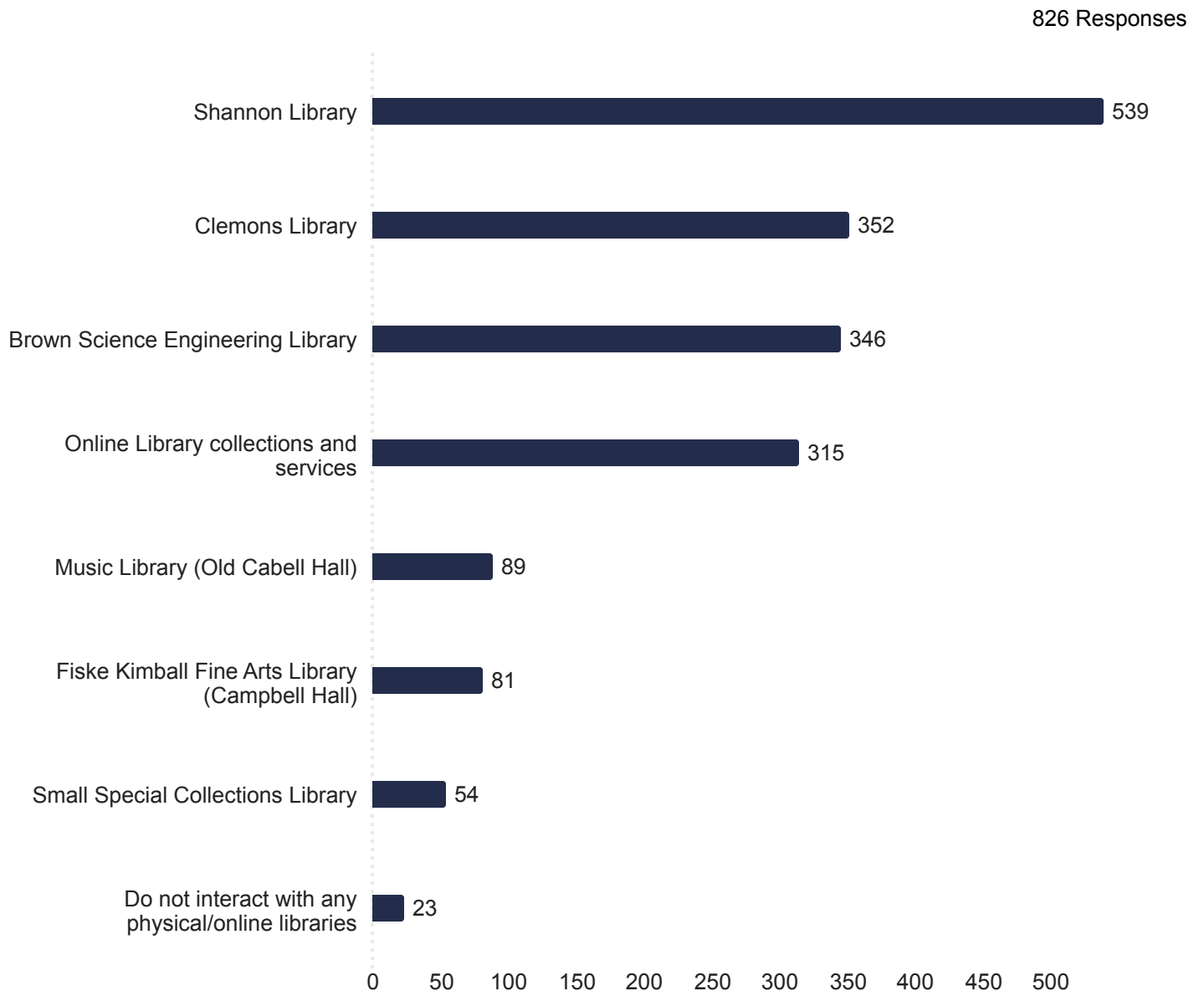| School	Role	Count
Arts and Sciences	Undergraduate	298
	Graduate	103
	Faculty	78
	Post Doc - 12 Months	17
Engineering	Undergraduate	61
	Graduate	63
	Faculty	20
	Post Doc - 12 Months	3
Continuing and Professional Studies	Undergraduate	17
	Graduate	11
	Faculty	3
Architecture	Undergraduate	15
	Graduate	19
	Faculty	8
	Post Doc - 12 Months	1
Commerce	Undergraduate	11
	Graduate	3
	Faculty	6
Education	Undergraduate	9
	Graduate	49
	Faculty	11
	Post Doc - 12 Months	2
Data Science	Undergraduate	6
	Graduate	5
	Faculty	4
	Post Doc - 12 Months	1
Batten Leadership and Public Policy	Undergraduate	4
	Graduate	7
	Faculty	1
	Post Doc - 12 Months	1
Provost	Faculty	2
Miller Center	Faculty	1

Responses were primarily shaped by undergraduate students, especially from the College of Arts & Sciences and Engineering—the University's two largest schools. This pattern aligns with 2019 survey participation.

Question 1: Library Interaction

In Q1, participants could choose all libraries relevant to their experience; the totals for this question exceed the number of individual respondents.

Q1 - Which libraries do you interact with most often? (Select all that apply)

826 Responses

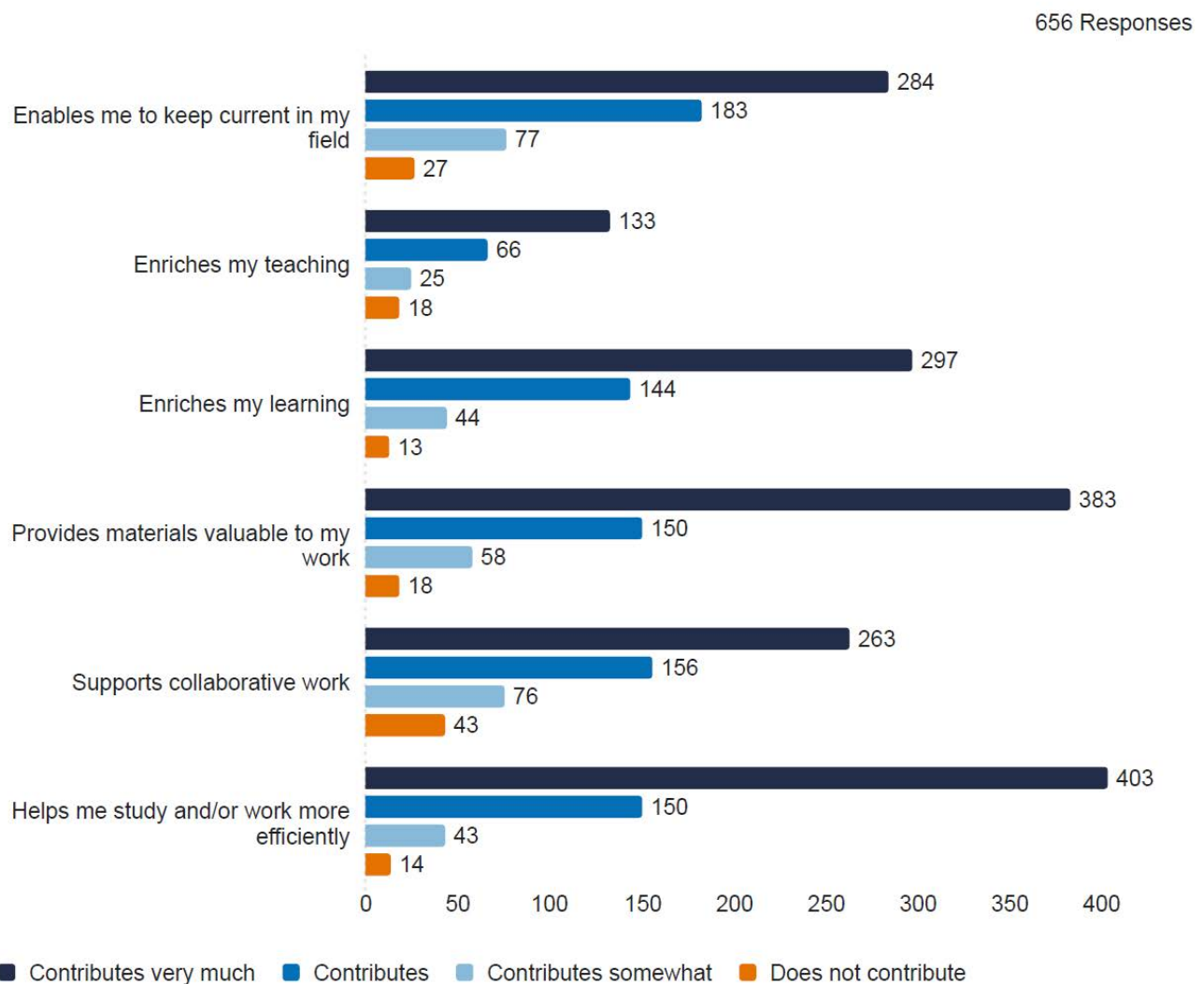| Library	Responses
Shannon Library	539
Clemons Library	352
Brown Science Engineering Library	346
Online Library collections and services	315
Music Library (Old Cabell Hall)	89
Fiske Kimball Fine Arts Library (Campbell Hall)	81
Small Special Collections Library	54
Do not interact with any physical/online libraries	23

Respondents reported strong engagement with both physical libraries and online services. This is the first year respondents could select multiple library types, including an "online library" option. While results cannot be compared to 2019 due to the change in format, online engagement was high and can now be tracked over time.

Question 2: Library Contributions to Academic Work

For ease of interpretation, responses are presented in two separate visualizations. Not all services are available to all user groups. In cases where a specific service is not offered or not commonly accessed by a constituency, the data visualization excludes responses from that group. For example:
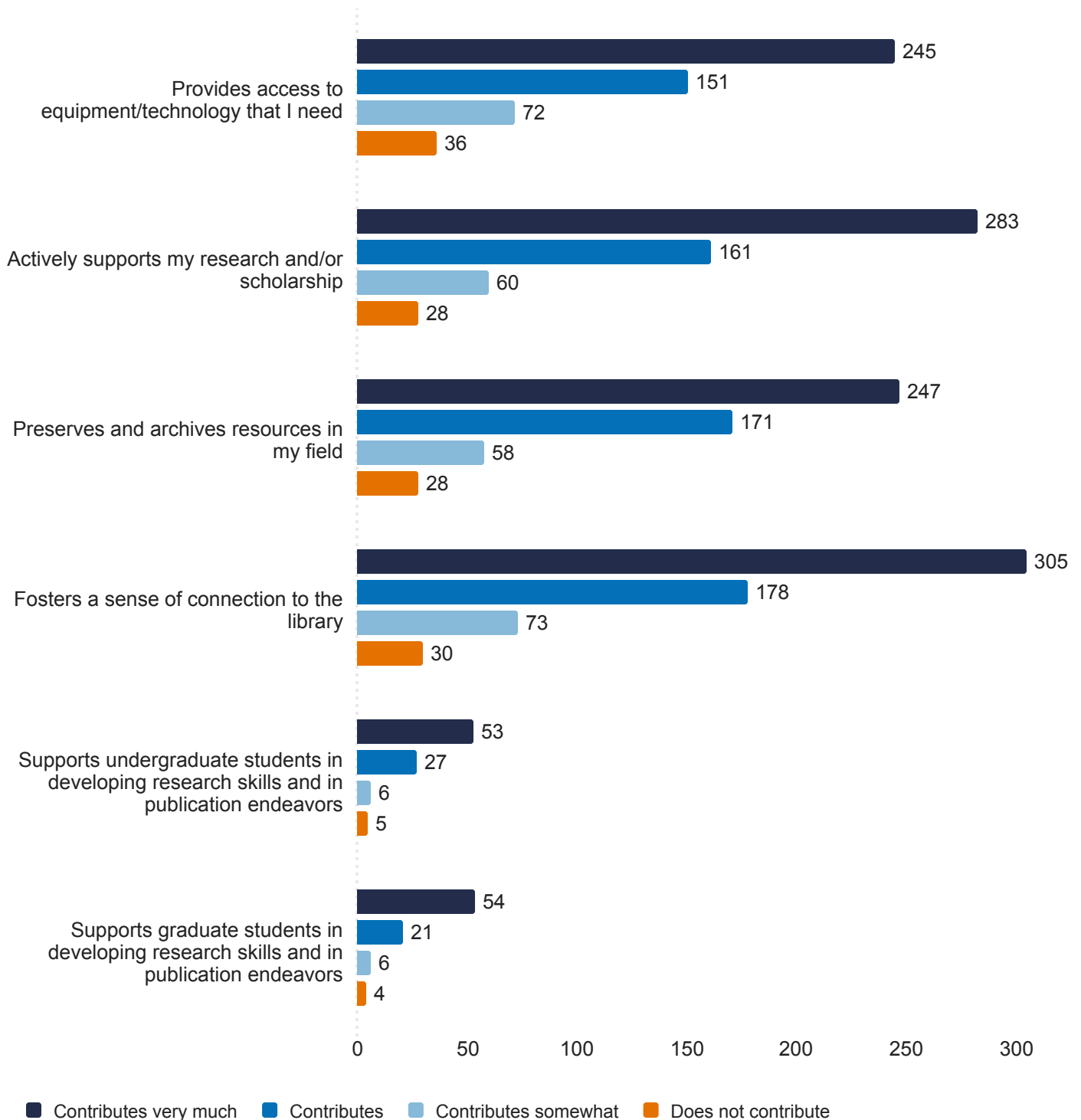
- **Faculty-excluded:** Certain undergraduate- or student-specific services are not applicable to faculty (e.g., enriches my learning) and are therefore excluded from their response set.
- **Undergraduate-excluded:** A few services relevant only to faculty and graduate students (e.g., enriches my teaching) exclude all undergraduate responses.
- **Student-excluded:** A few services relevant only to faculty (e.g., supports graduate students in developing research skills and in publication endeavors) exclude all student responses.

Q2 - Please rate how the University of Virginia Library (collections, services, staff consultations, and spaces) contributes to your work.

656 Responses

Enables me to keep current in my field
- 284
- 183
- 77
- 27

Enriches my teaching
- 133
- 66
- 25
- 18

Enriches my learning
- 297
- 144
- 44
- 13

Provides materials valuable to my work
- 383
- 150
- 58
- 18

Supports collaborative work
- 263
- 156
- 76
- 43

Helps me study and/or work more efficiently
- 403
- 150
- 43
- 14

Legend: ■ Contributes very much ■ Contributes ■ Contributes somewhat ■ Does not contribute

Q2 - Please rate how the University of Virginia Library (collections, services, staff consultations, and spaces) contributes to your work. (Continued)

656 Responses

Provides access to equipment/technology that I need
- Contributes very much: 245
- Contributes: 151
- Contributes somewhat: 72
- Does not contribute: 36

Actively supports my research and/or scholarship
- Contributes very much: 283
- Contributes: 161
- Contributes somewhat: 60
- Does not contribute: 28

Preserves and archives resources in my field
- Contributes very much: 247
- Contributes: 171
- Contributes somewhat: 58
- Does not contribute: 28

Fosters a sense of connection to the library
- Contributes very much: 305
- Contributes: 178
- Contributes somewhat: 73
- Does not contribute: 30

Supports undergraduate students in developing research skills and in publication endeavors
- Contributes very much: 53
- Contributes: 27
- Contributes somewhat: 6
- Does not contribute: 5

Supports graduate students in developing research skills and in publication endeavors
- Contributes very much: 54
- Contributes: 21
- Contributes somewhat: 6
- Does not contribute: 4

Legend: ■ Contributes very much ■ Contributes ■ Contributes somewhat ■ Does not contribute

All constituencies responded positively about the Library's contributions. Services supporting efficient studying and providing materials valuable to their work received particularly favorable ratings.

# Question 3: Open-Ended Reflections on Library Contributions

Q3 invited respondents to elaborate on their answers to Q2, offering them an opportunity to provide open-text feedback on how the UVA Library's collections, services, staff, and spaces contribute to their work.

To analyze these open-text responses, the research team collaboratively developed a topic hierarchy and sentiment framework. The coding process incorporated inter-rater reliability to ensure strong agreement and consistency in interpretation and categorization across the team. Responses were tagged by topics, and assigned a sentiment classification based on predefined criteria:

- **Positive**: Respondents expressed clearly favorable sentiments.
- **Neutral**: Responses included no strong sentiment or a mix of both positive and negative.
- **Negative**: Respondents expressed dissatisfaction.

The y-axis of the resulting visualization displays the topic hierarchy, showing how comments are clustered thematically across key areas of library engagement.

Q3 - Please elaborate on how you feel about the responses above:
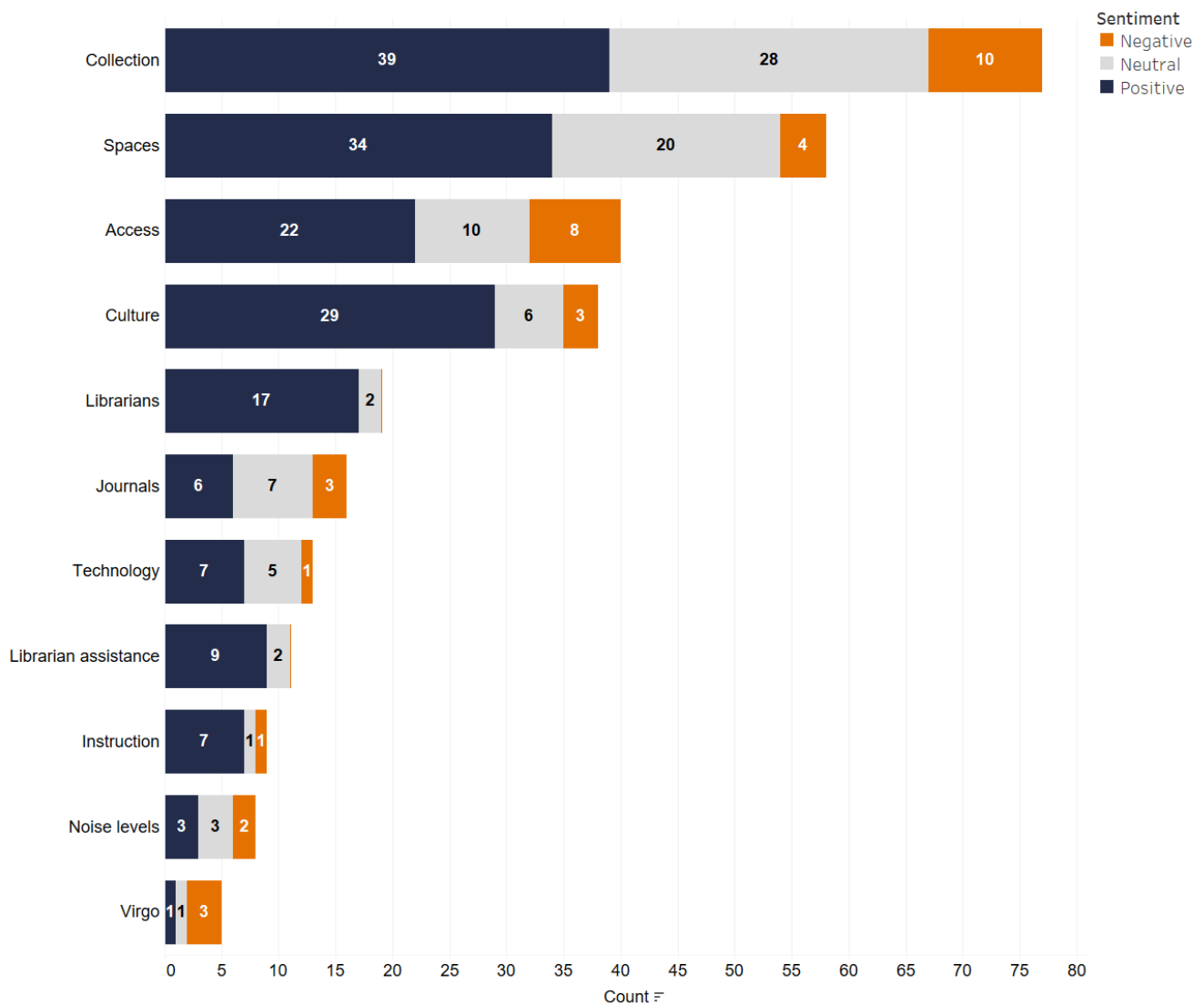
Open-ended comments in this section were largely positive in comparison to neutral or negative comments.
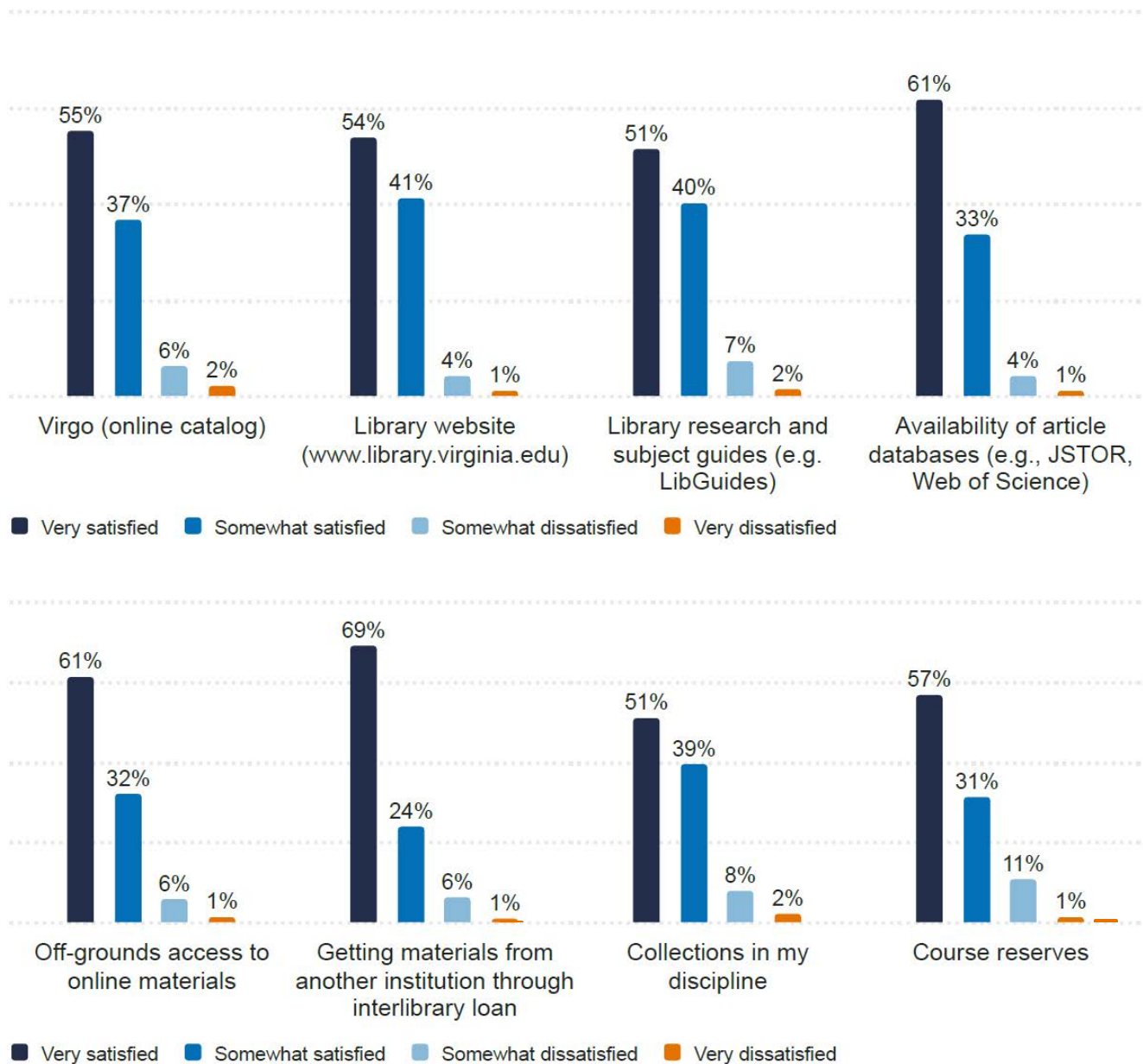
Question 4: Satisfaction with Library Services and Resources

Response results are presented as combined percentages across all constituencies—undergraduates, graduate students, faculty, and postdoctoral researchers—except where noted.
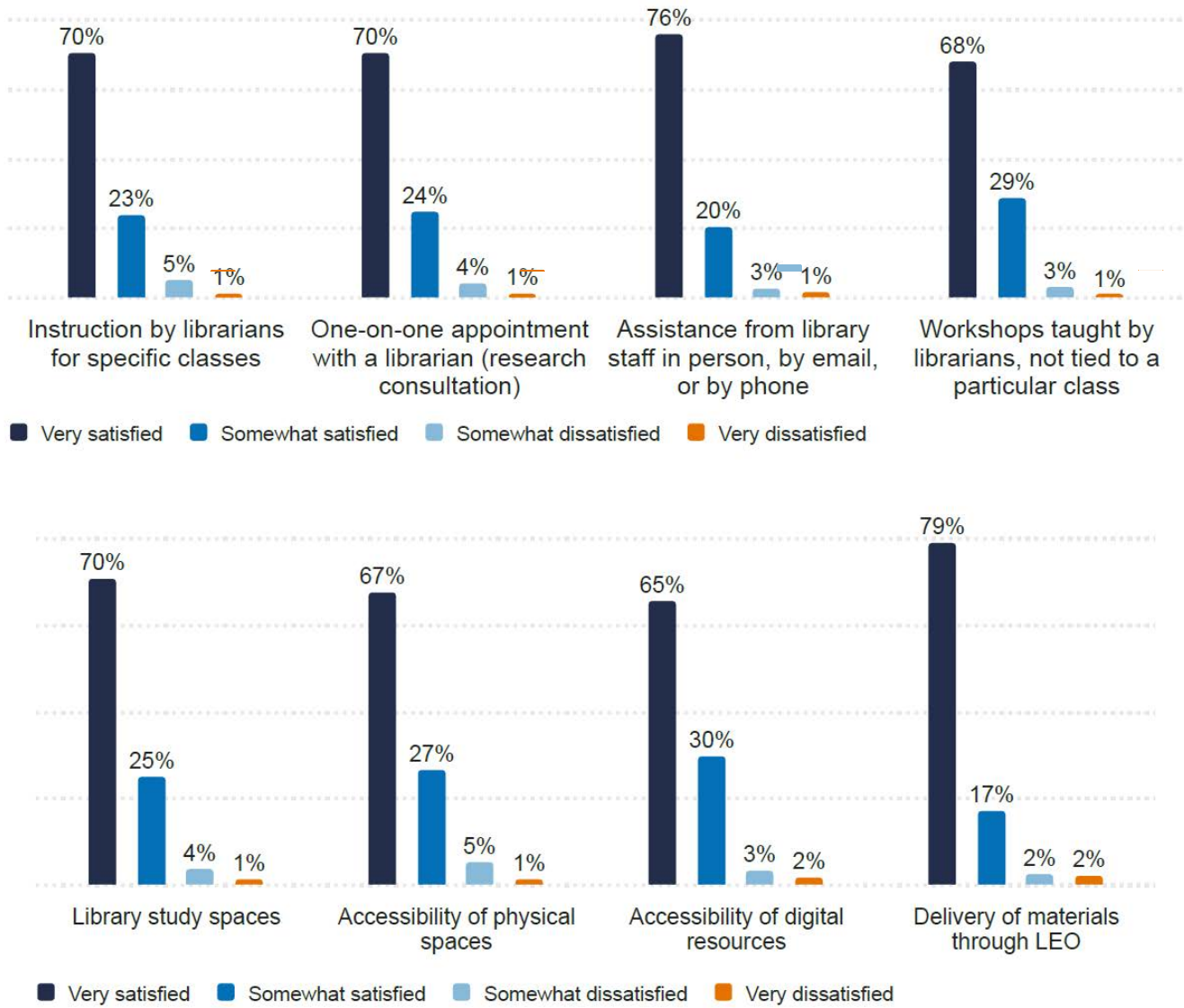
Services such as LEO delivery are not offered to undergraduates. They were excluded from responding to this item. Any responses marked as "Not Applicable (N/A)" were excluded from the analysis, as this question focuses specifically on satisfaction levels among active users of each service.

Q4 - Please rate how satisfied you are with the following:

604 Responses

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied
Virgo (online catalog)	55%	37%	6%	2%
Library website (www.library.virginia.edu)	54%	41%	4%	1%
Library research and subject guides (e.g. LibGuides)	51%	40%	7%	2%
Availability of article databases (e.g., JSTOR, Web of Science)	61%	33%	4%	1%

■ Very satisfied ■ Somewhat satisfied ■ Somewhat dissatisfied ■ Very dissatisfied

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied
Off-grounds access to online materials	61%	32%	6%	1%
Getting materials from another institution through interlibrary loan	69%	24%	6%	1%
Collections in my discipline	51%	39%	8%	2%
Course reserves	57%	31%	11%	1%

■ Very satisfied ■ Somewhat satisfied ■ Somewhat dissatisfied ■ Very dissatisfied

Q4 - Please rate how satisfied you are with the following: (Continued)

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied
Instruction by librarians for specific classes	70%	23%	5%	1%
One-on-one appointment with a librarian (research consultation)	70%	24%	4%	1%
Assistance from library staff in person, by email, or by phone	76%	20%	3%	1%
Workshops taught by librarians, not tied to a particular class	68%	29%	3%	1%

■ Very satisfied   ■ Somewhat satisfied   ■ Somewhat dissatisfied   ■ Very dissatisfied

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied
Library study spaces	70%	25%	4%	1%
Accessibility of physical spaces	67%	27%	5%	1%
Accessibility of digital resources	65%	30%	3%	2%
Delivery of materials through LEO	79%	17%	2%	2%

■ Very satisfied   ■ Somewhat satisfied   ■ Somewhat dissatisfied   ■ Very dissatisfied

Satisfaction across all named services was very high (≥93%), consistent with 2019 results.

Question 5: Open-Ended Reflections on Satisfaction

Q5 invited respondents to elaborate on their answers to Q4, offering open-text feedback about their satisfaction with specific library services and resources. Like Q3, these responses were analyzed through a collaborative coding process, topics, and sentiment framework to ensure consistency and inter-rater reliability.

While overall satisfaction scores reported in Q4 were high across services, comments in this section were more likely to highlight specific issues or suggestions for improvement.

Q5 - Please elaborate on how you feel about the responses above:
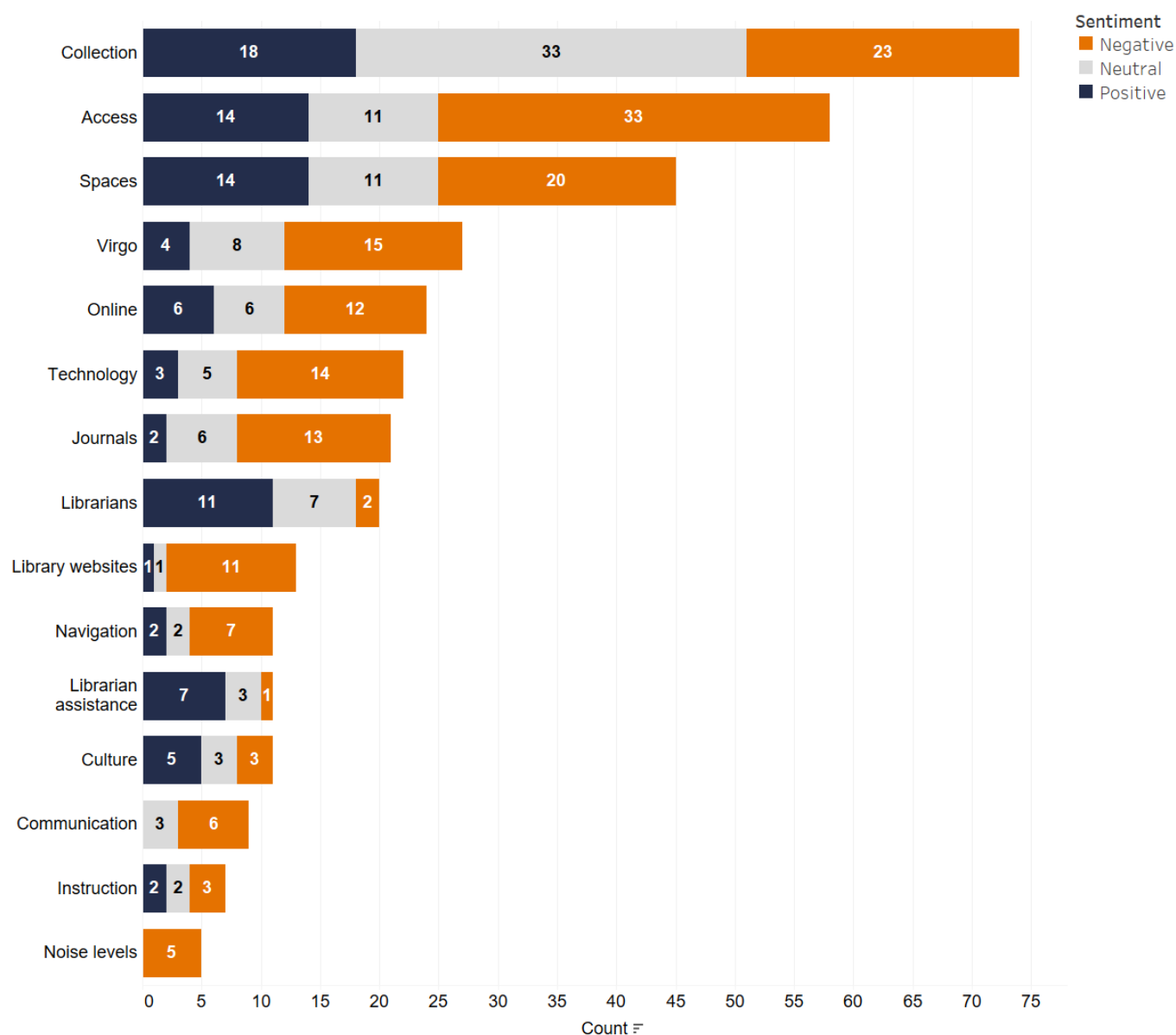
Despite high satisfaction scores, open-ended comments in this section focused on specific issues and suggestions for improvement.

Question 6 & 7: Awareness and Satisfaction of Research Support Services

This question measured participants' awareness of various research support services offered by the Library. Only respondents who indicated they had used a service were asked to rate their satisfaction with it. In the visualization, awareness is represented by the total number of responses for each category, while satisfaction is shown as a percentage based only on those who reported using the service.
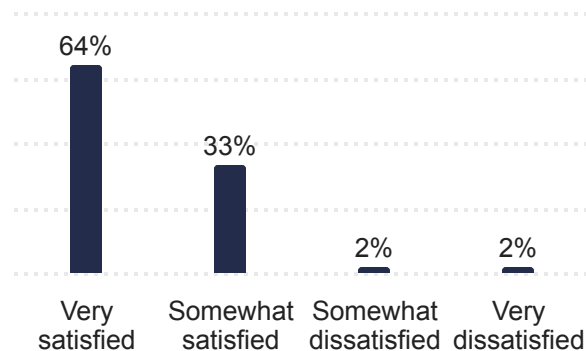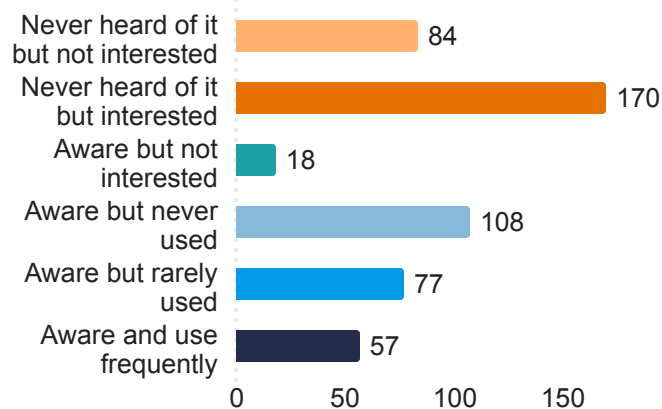
Q6 - Please choose the rating that best indicates your awareness of the following types of research support services

- Aware and use frequently
- Aware but rarely used
- Aware but never used
- Aware but not interested
- Never heard of it but interested
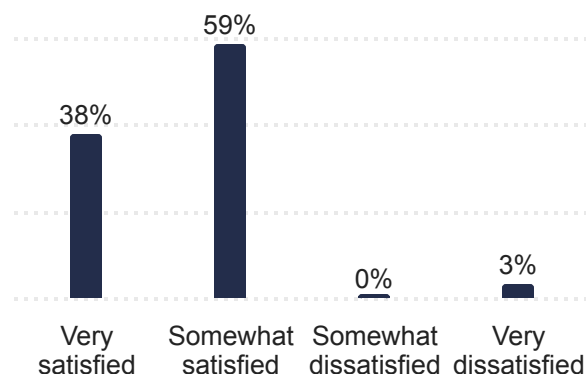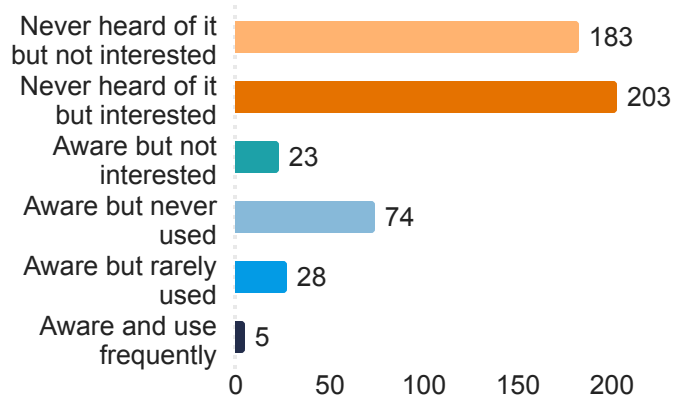- Never heard of it but not interested
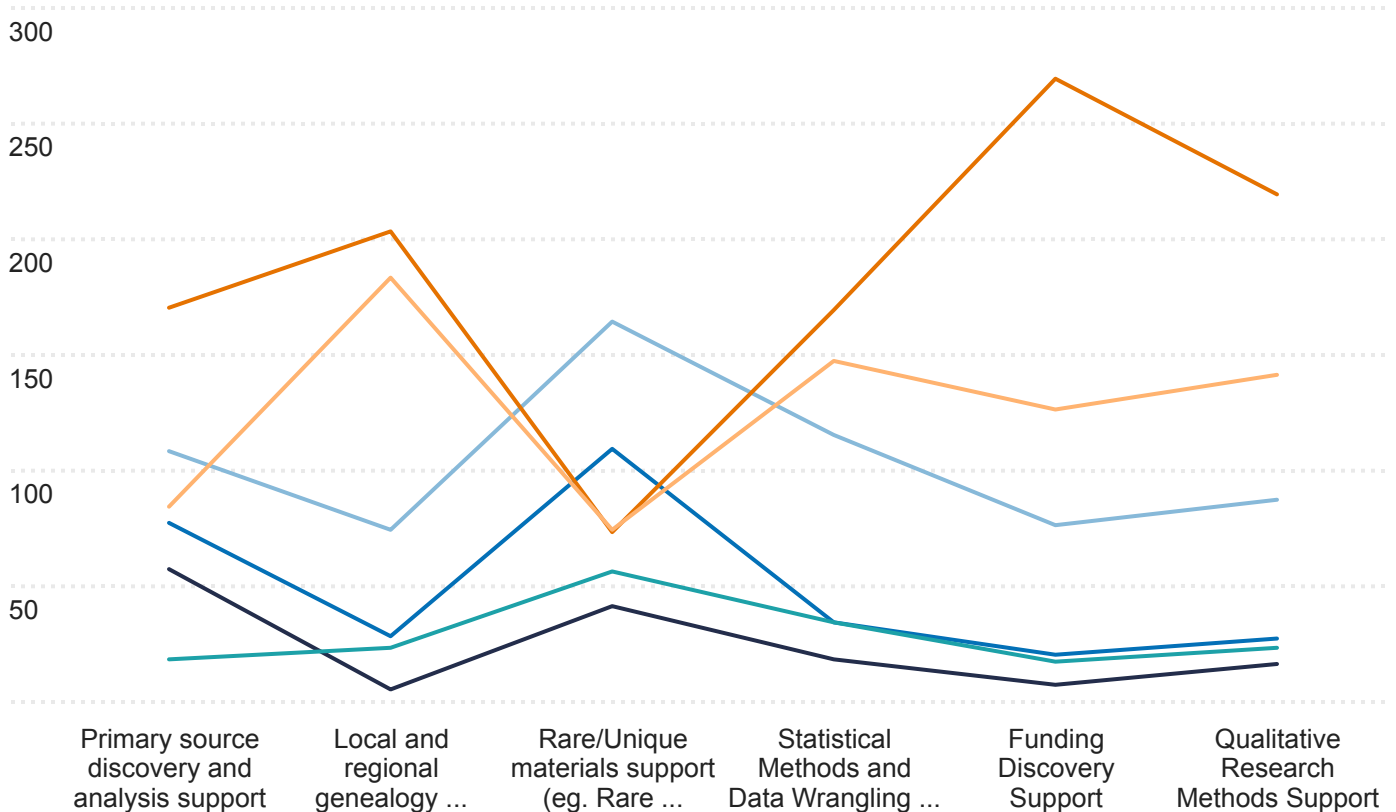
Satisfaction with research support services was very high (≥91%) among users. However, awareness of some services—particularly funding discovery, qualitative research support, and Libra Open/Data—was relatively low. Where awareness existed, usage varied.
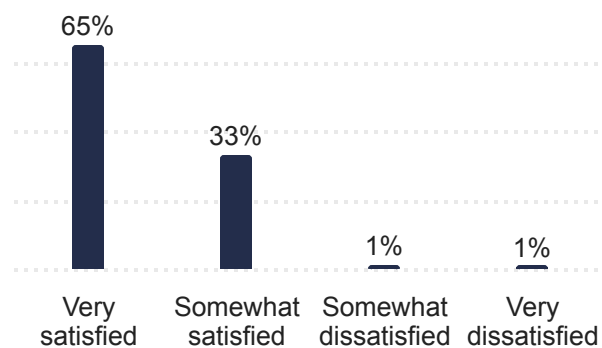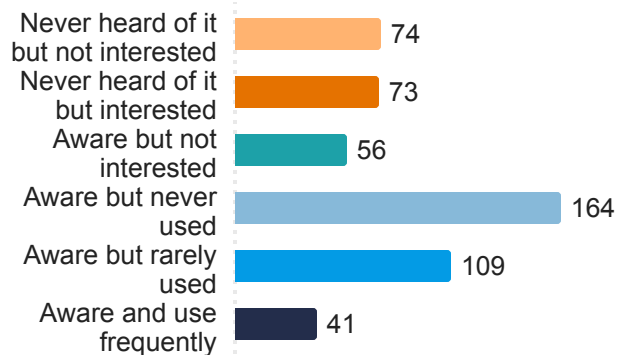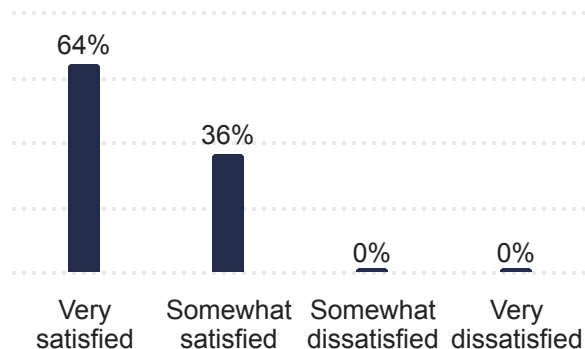
Primary source discovery and analysis support

Never heard of it but not interested: 84
Never heard of it but interested: 170
Aware but not interested: 18
Aware but never used: 108
Aware but rarely used: 77
Aware and use frequently: 57

(x-axis: 0, 50, 100, 150)

Very satisfied: 64%
Somewhat satisfied: 33%
Somewhat dissatisfied: 2%
Very dissatisfied: 2%

Local and Regional genealogy support

Never heard of it but not interested: 183
Never heard of it but interested: 203
Aware but not interested: 23
Aware but never used: 74
Aware but rarely used: 28
Aware and use frequently: 5

(x-axis: 0, 50, 100, 150, 200)

Very satisfied: 38%
Somewhat satisfied: 59%
Somewhat dissatisfied: 0%
Very dissatisfied: 3%

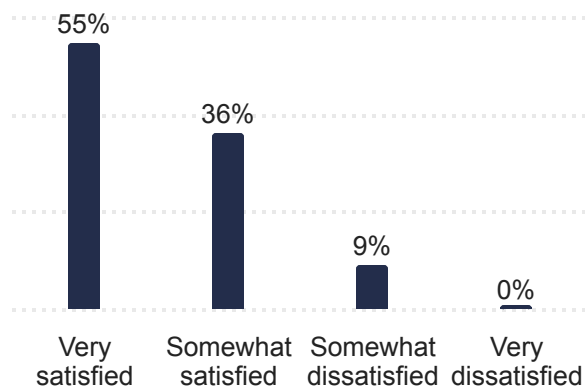## Rare/Unique materials support (eg. Rare books & manuscripts, archives, government documents)

Never heard of it but not interested: 74
Never heard of it but interested: 73
Aware but not interested: 56
Aware but never used: 164
Aware but rarely used: 109
Aware and use frequently: 41

Very satisfied: 65%
Somewhat satisfied: 33%
Somewhat dissatisfied: 1%
Very dissatisfied: 1%

Statistical Methods and Data Wrangling Support

Never heard of it but not interested — 147
Never heard of it but interested — 169
Aware but not interested — 34
Aware but never used — 115
Aware but rarely used — 34
Aware and use frequently — 18

(x-axis: 0, 50, 100, 150)

- Very satisfied — 64%
- Somewhat satisfied — 36%
- Somewhat dissatisfied — 0%
- Very dissatisfied — 0%
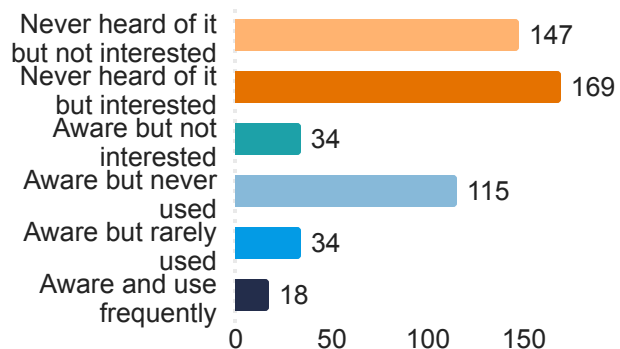
Funding Discovery Assistance

Never heard of it but not interested — 126
Never heard of it but interested — 269
Aware but not interested — 17
Aware but never used — 76
Aware but rarely used — 20
Aware and use frequently — 7

(x-axis: 0, 100, 200)

- Very satisfied — 55%
- Somewhat satisfied — 36%
- Somewhat dissatisfied — 9%
- Very dissatisfied — 0%
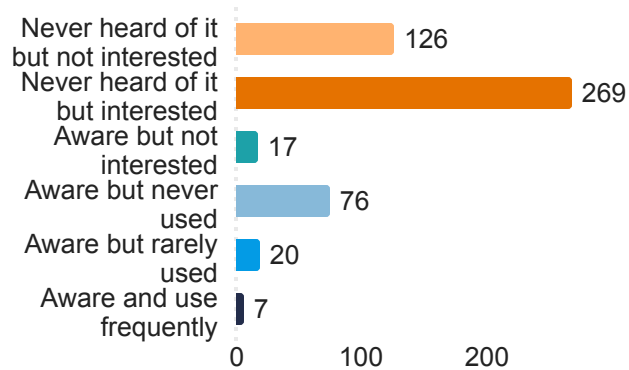
Qualitative Research Methods Support
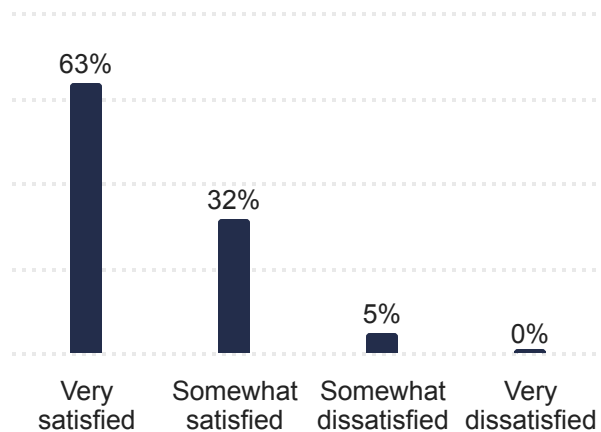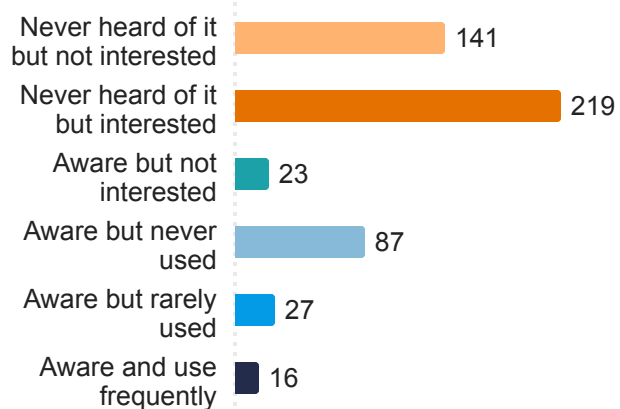
Never heard of it but not interested — 141
Never heard of it but interested — 219
Aware but not interested — 23
Aware but never used — 87
Aware but rarely used — 27
Aware and use frequently — 16

- Very satisfied — 63%
- Somewhat satisfied — 32%
- Somewhat dissatisfied — 5%
- Very dissatisfied — 0%

Q6 - Please choose the rating that best indicates your awareness of the following types of research support services (Continued)
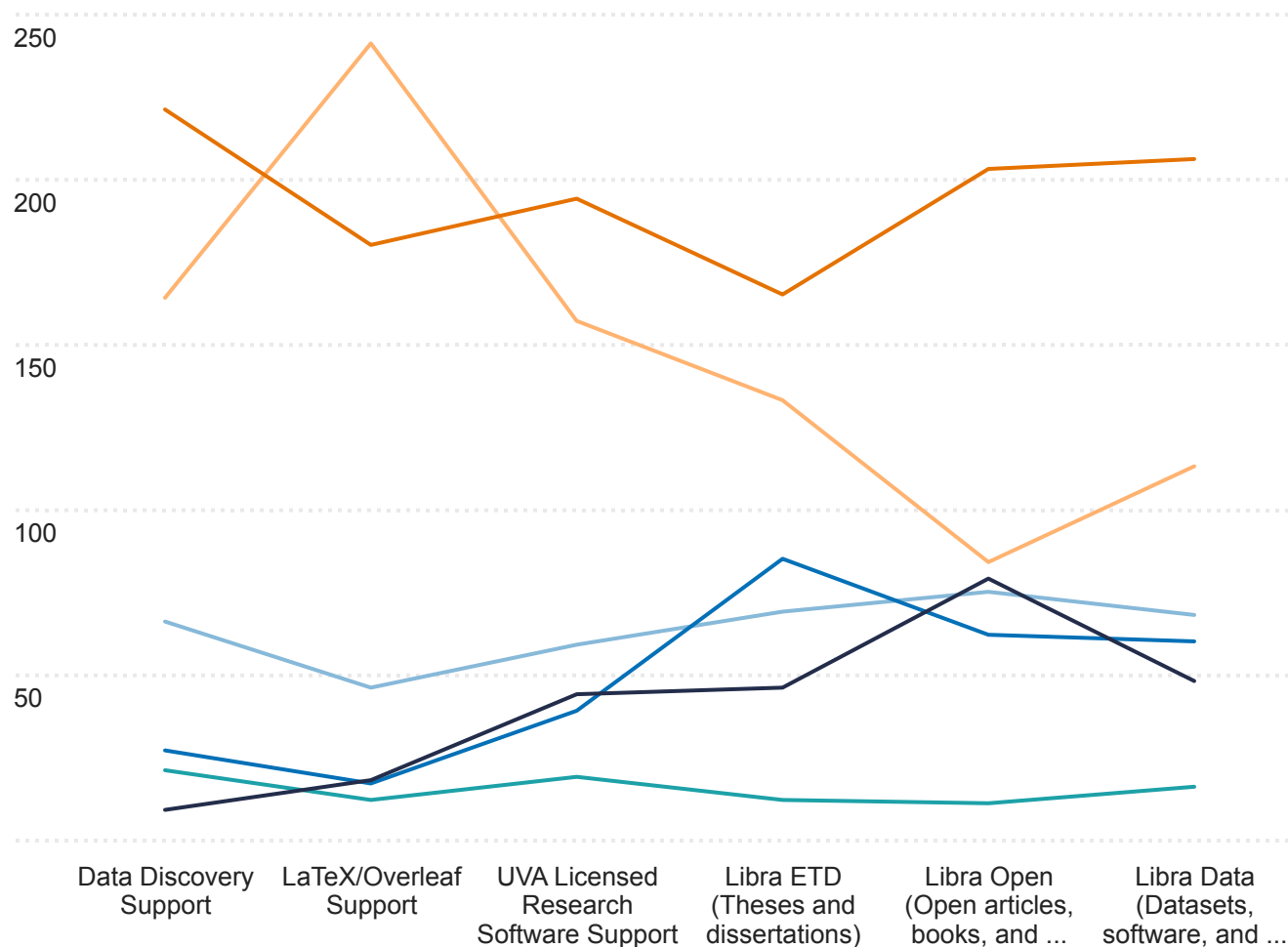
Legend:
- Never heard of it but not interested
- Never heard of it but interested
- Aware but not interested
- Aware but never used
- Aware but rarely used
- Aware and use frequently

Satisfaction with research support services was very high (≥91%) among users. However, awareness of some services—particularly funding discovery, qualitative research support, and Libra Open/Data—was relatively low. Where awareness existed, usage varied.

Data Discovery Support

Never heard of it but not interested — 164
Never heard of it but interested — 221
Aware but not interested — 21
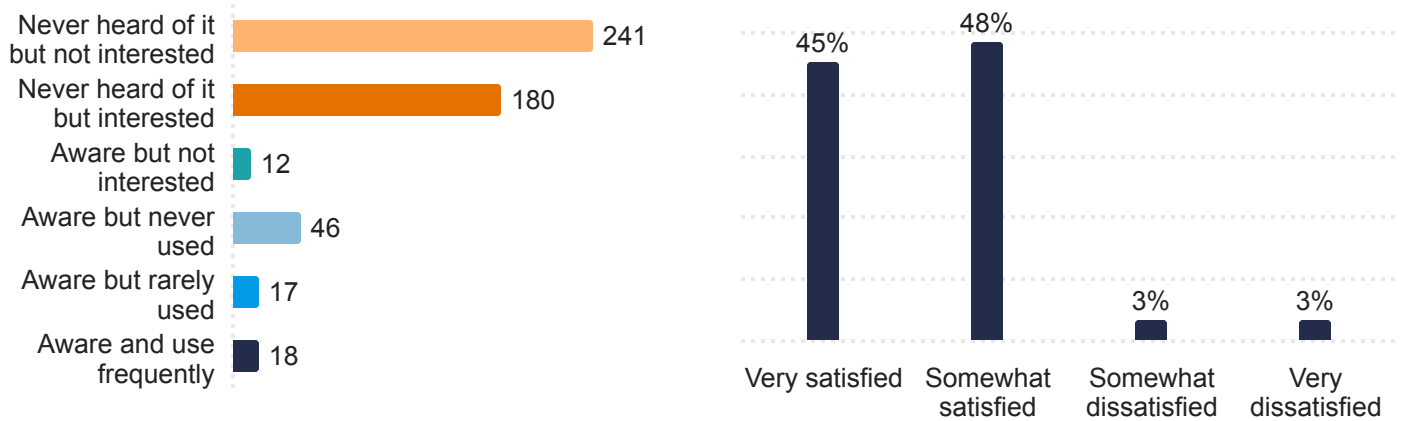Aware but never used — 66
Aware but rarely used — 27
Aware and use frequently — 9

Very satisfied: 69%
Somewhat satisfied: 25%
Somewhat dissatisfied: 6%
Very dissatisfied: 0%

LaTeX/Overleaf Support

Never heard of it but not interested — 241
Never heard of it but interested — 180
Aware but not interested — 12
Aware but never used — 46
Aware but rarely used — 17
Aware and use frequently — 18

Very satisfied: 45%
Somewhat satisfied: 48%
Somewhat dissatisfied: 3%
Very dissatisfied: 3%

UVA Licensed Research Software Support

Never heard of it but not interested — 157
Never heard of it but interested — 194
Aware but not interested — 19
Aware but never used — 59
Aware but rarely used — 39
Aware and use frequently — 44

Very satisfied: 50%
Somewhat satisfied: 43%
Somewhat dissatisfied: 4%
Very dissatisfied: 3%
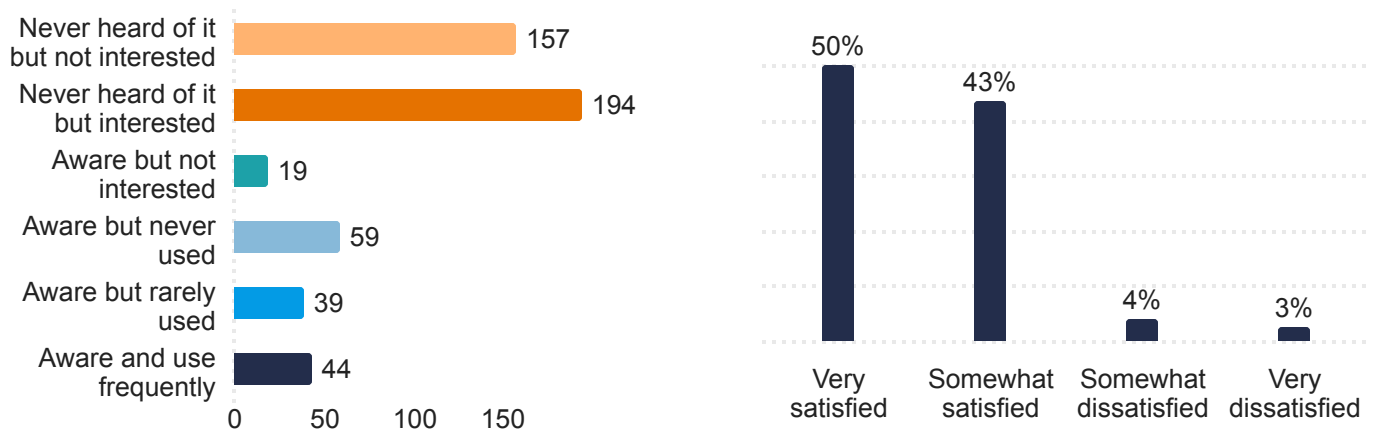
Libra ETD (Theses and dissertations)

Awareness	Count
Never heard of it but not interested	133
Never heard of it but interested	165
Aware but not interested	12
Aware but never used	69
Aware but rarely used	85
Aware and use frequently	46

Satisfaction: Very satisfied 54%, Somewhat satisfied 42%, Somewhat dissatisfied 3%, Very dissatisfied 1%
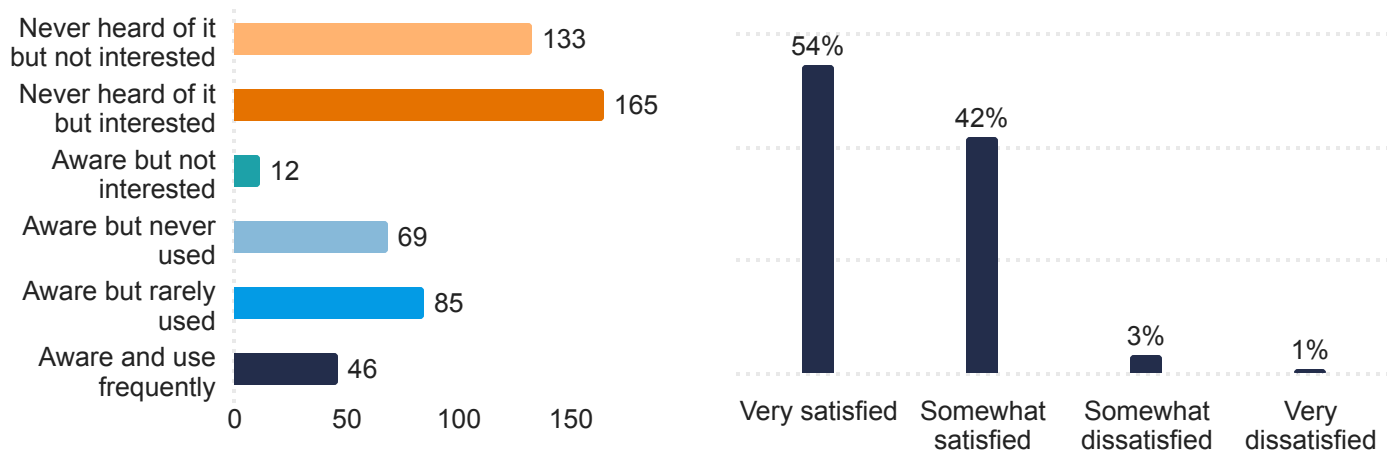
Libra Open (Open articles, books, and other creative works)

Awareness	Count
Never heard of it but not interested	84
Never heard of it but interested	203
Aware but not interested	11
Aware but never used	75
Aware but rarely used	62
Aware and use frequently	79

Satisfaction: Very satisfied 61%, Somewhat satisfied 34%, Somewhat dissatisfied 1%, Very dissatisfied 3%
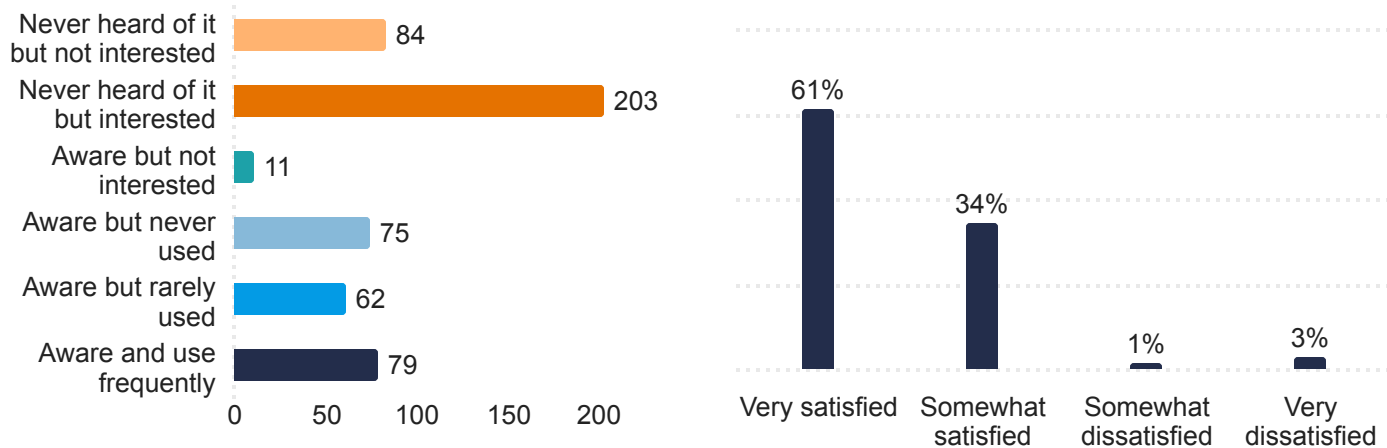
Libra Data (Datasets, software, and other research material)

Awareness	Count
Never heard of it but not interested	113
Never heard of it but interested	206
Aware but not interested	16
Aware but never used	68
Aware but rarely used	60
Aware and use frequently	48

Satisfaction: Very satisfied 59%, Somewhat satisfied 37%, Somewhat dissatisfied 3%, Very dissatisfied 2%
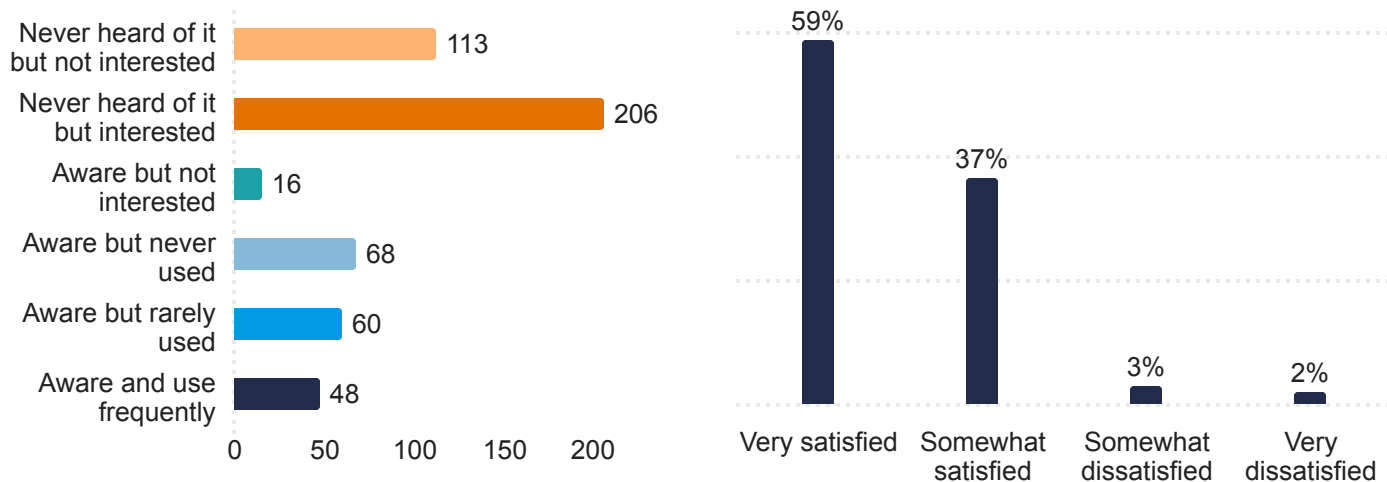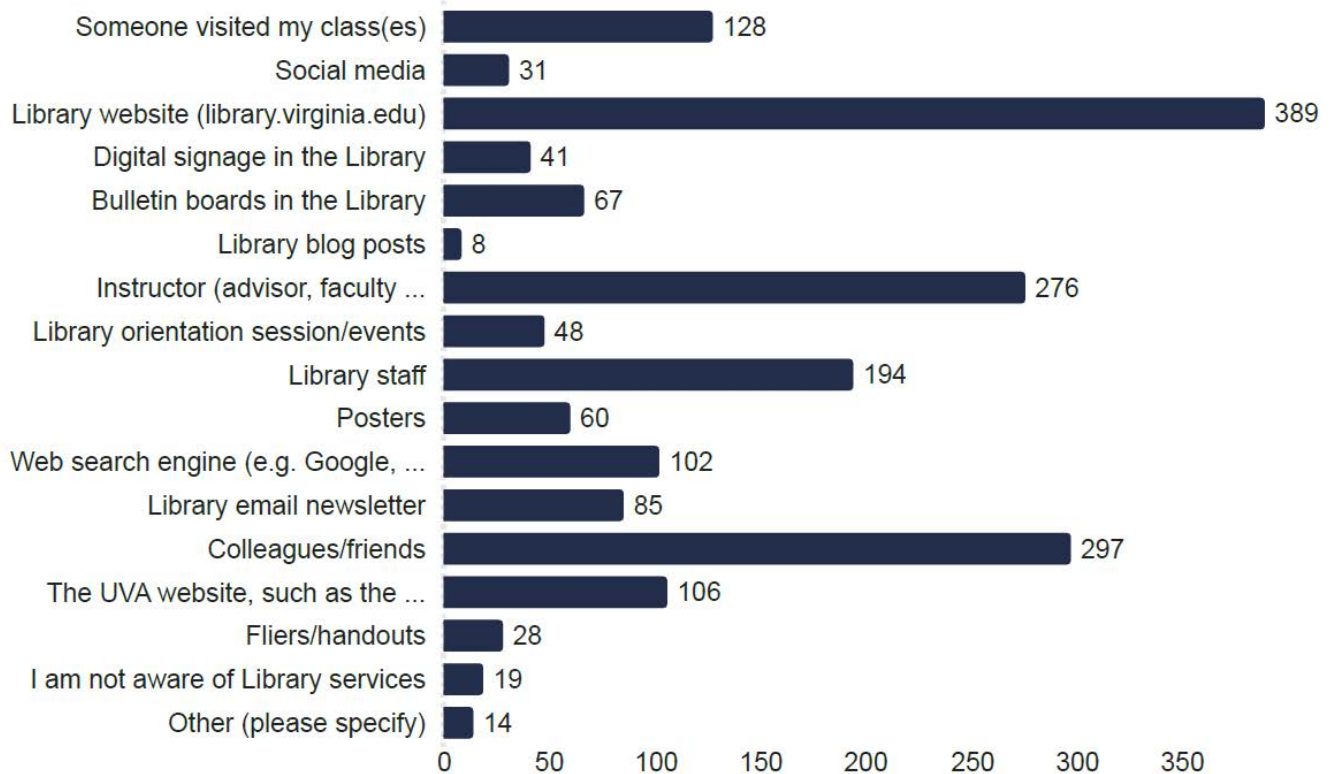
Question 8: How Users Learn About Library Services

Q8 asked participants to identify how they learn about UVA Library services and could select multiple options. Responses that indicated "Other" were analyzed separately and are visualized as a word cloud. In this visualization, the size of each term reflects how frequently it appeared across responses. Color has no interpretive value.

Q8 - How do you learn about UVA Library services? (Select all that apply)
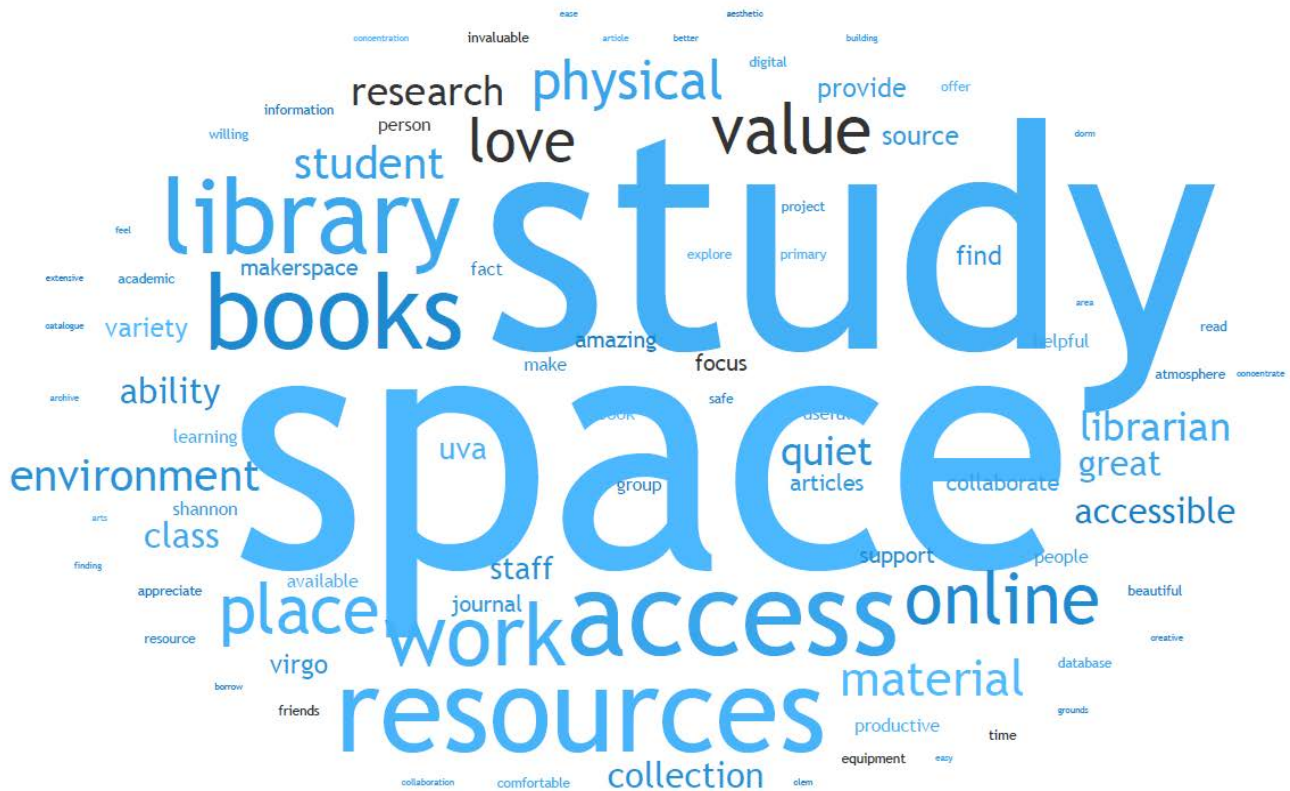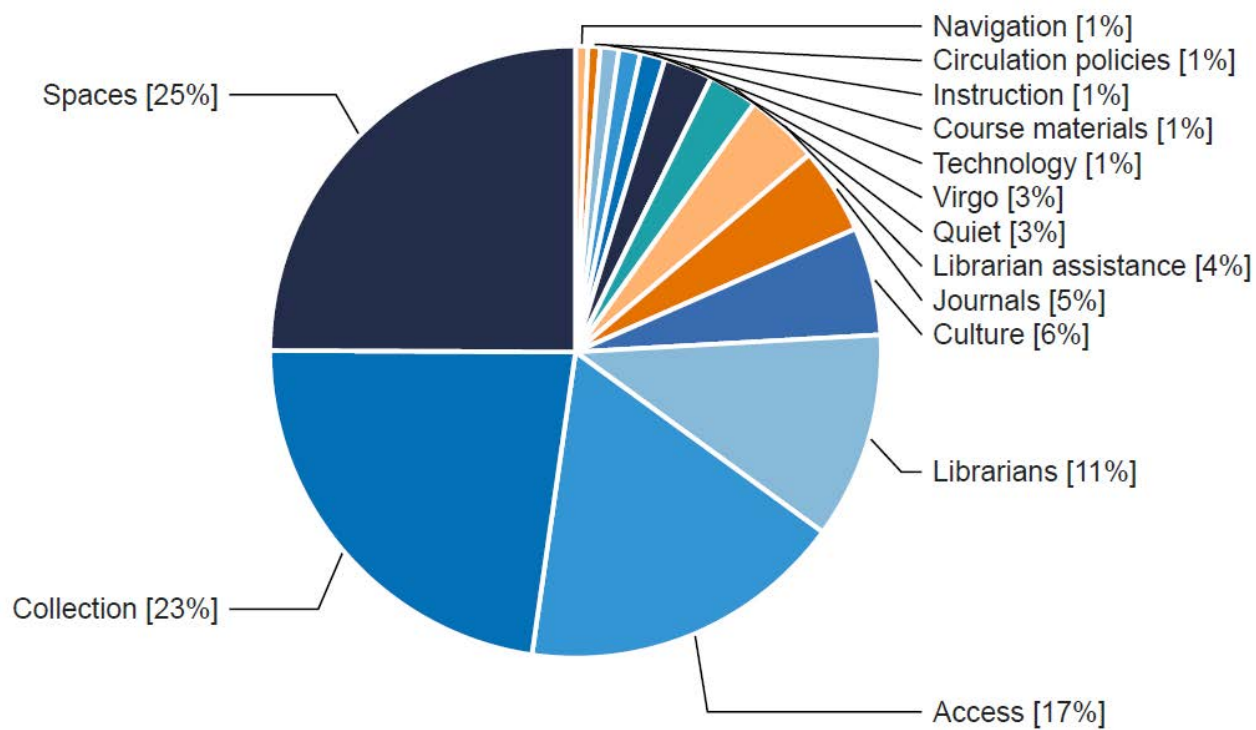
529 Responses

Option	Count
Someone visited my class(es)	128
Social media	31
Library website (library.virginia.edu)	389
Digital signage in the Library	41
Bulletin boards in the Library	67
Library blog posts	8
Instructor (advisor, faculty ...	276
Library orientation session/events	48
Library staff	194
Posters	60
Web search engine (e.g. Google, ...	102
Library email newsletter	85
Colleagues/friends	297
The UVA website, such as the ...	106
Fliers/handouts	28
I am not aware of Library services	19
Other (please specify)	14

Other (please specify)

workplace representative capable history link broad resources studied specific orientation public canvas faculty email tour advancement aware survey school session satisfy user discipline summer undergraduate program

Respondents most often learned about library services through the website, colleagues & friends, and Library staff. Undergraduates also frequently cited instructors as a source of information.
(Note: faculty and graduate students were not offered the instructor option.)

Question 9: What Users Value Most About the Library

This open-ended question asked respondents to share what they value most about the University of Virginia Library. To better represent the diversity of perspectives, responses are visualized as word clouds and grouped by constituency: undergraduate students, faculty, and graduate/postdoctoral students.

Q9 - What do you value most about the University of Virginia Library? (Undergraduates)

158 Responses

Q9 - What do you value most about the University of Virginia Library?

(Graduates)

129 Responses

Q9 - What do you value most about the University of Virginia Library?

(Faculty)

78 Responses

Q9 - What do you value most about the University of Virginia Library?

Topic Hierarchy

Open-ended responses most commonly highlighted access, spaces, and collections as the most valued aspects of the Library.

Question 10: Overall Satisfaction with the Library

Q10 asked respondents to rate their overall satisfaction, using a five-point scale, with the University of Virginia Library. Responses from all constituencies—undergraduate students, graduate, postdoctoral students, and faculty—are combined to present a single measure of total satisfaction across the full respondent population.

Q10 - How satisfied are you with the University of Virginia Library overall?

535 Responses

4.62

Field	Choice Count
Very satisfied	377
Somewhat satisfied	132
Neutral	11
Somewhat dissatisfied	10
Very dissatisfied	5

Overall satisfaction with the Library was very high (mean of 4.62), showing a slight increase from 2018 as well as in 2019.

Question 11: Suggestions for Improvement

This last open-ended question invited respondents to share how the University of Virginia Library could better meet their needs. The word cloud visualizes frequently mentioned terms across all responses, highlighting the most suggested areas for enhancement.

Q11 - How can the University of Virginia Library do a better job at meeting your needs?

303 Responses

Comments focused on suggestions for improving access, spaces, and collections. In addition, comments emphasized the need for greater awareness of available services.

Appendix
User Feedback from the 2025 UVA Library User Survey

This appendix provides a summary of user feedback collected through open comments in the 2025 Library User Survey. The findings reflect themes that were consistently raised across multiple responses, highlighting areas of strength as well as opportunities for improvement.

General Feedback

Overall, users expressed strong appreciation for the library's online resources, the helpfulness of staff, and the availability of study spaces. Many respondents emphasized the library's central role in supporting academic research, particularly through access to journals and collaborative workspaces. At the same time, concerns were raised about persistent noise issues in Clemons and Shannon libraries, along with a desire for expanded digital journal subscriptions. Users encouraged the library to adopt more user-friendly technologies and tools that could further enhance the research experience.

Library Resources and Access

Users value the breadth of scholarly articles and databases available through the library. Interlibrary loan services were frequently noted as a critical resource for obtaining materials not held locally. Some respondents reported challenges with navigating Virgo to locate needed items, and several requested more physical copies of books and journals. Digital resources remain central to users' research, with online databases viewed as indispensable. Interest was also expressed in expanding access to digital magazines and popular fiction titles. However, respondents reported challenges accessing certain materials when off grounds. Suggestions also pointed to a balance: expanding digital resources while continuing to strengthen the print collection.

Study Spaces and Environment

The variety of study spaces—ranging from quiet areas to collaborative zones—was highlighted as a positive feature. However, respondents noted that improvements are needed in both comfort and usability. Requests included more comfortable seating, clearer noise regulation, and signage that better distinguishes quiet and social study areas. Users also asked for more group study rooms. Additional suggestions included enhancing the atmosphere with better lighting and incorporating more natural elements into library spaces.

Staff Support and Services

Library staff received consistent praise for their responsiveness and willingness to help. Some users expressed a desire for staff to be more visible in library spaces to provide direct assistance with locating materials. Feedback also indicated a need for greater awareness about available services and resources. Respondents suggested offering more workshops and events that connect users with library expertise. Finally, several comments pointed to the need for more efficient interlibrary loan processes and quicker response times to purchase requests.